

**Job Title: Client Relationship Manager**

**Department: Client Relationship Management**

**Location: Calgary**

ComplyWorks Ltd. (ComplyWorks) is a compliance management solution company with offices in Calgary, Toronto, and South Africa. As a global leader in compliance management, ComplyWorks actively works to bring innovative solutions to the marketplace, while retaining its focus on its clients. Since inception in 2004, ComplyWorks has continued to expand its offerings to cover the entire compliance lifecycle, from contractor management, through to workforce and worksite management.

The ComplyWorks team is made up of incredibly smart, talented and accomplished people from around the world. With an amazing culture, an appreciation for outstanding customer experience, a great work life balance and for lifetime learning; we are changing the world of compliance management. At Complyworks, we build trusted relationships with all stakeholders and have earned a reputation for our innovation, integrity, leadership, safety and uncompromising ethics.

### **Position Overview**

We are seeking a Client Relationship Manager out of our Calgary head office. Reporting to the Senior Client Relationship Manager this individual is responsible for the development and maintenance of relationships within the CMS Client (Employer) subscription. The main goal is to ensure our system meets the individual needs of each assigned employer company, expand our reach within each client and act as a trusted advisor to ensure the employer obtains full value of the system.

### **Essential Job Functions**

- Provide guidance and suggestions to assigned clients on how to fully utilize the system
- Train the client's personnel as required on how to use all aspects of their ComplyWorks account
- Establish new contacts at assigned clients
- Setup client electronic files
- Engage clients to internally recommend new products/solutions and drive concept of Compliance Management with all departments
- Minimum monthly contacts with assigned clients
- Prepare documentation for review and authorization by assigned clients
- Ensure that assigned client accounts are set up and configured in ComplyWorks to accurately reflect the terms of the client's contract with ComplyWorks
- Maintenance of electronic files and paper documentation
- Work with assigned clients in the development and maintenance of their contractor lists:
  - Provide ongoing updates and guidance in regards to contractors related to client's list
  - Coordinate communication campaigns for clients
- Attend meetings with the assigned clients
- Act as liaison between clients and other ComplyWorks departments
- Working in a structured team environment, coordinating with team leads and administrative team members in a professional manner
- Coordinating with internal ComplyWorks teams in a professional manner
- Adhere to and meet project deadlines as assigned
- Provide on-going support to assigned clients
- Any other requirement or request within reason which assigned clients may request

### **Required Skills**

- 2-5 years of customer service or accounts management experience
- A post-secondary degree
- Fluent in both written and spoken English
- Strong customer service skills including positive attitude, consistency, customer-first mindset, professionalism, and efficiency
- Knowledge of Project Management principles, methods, and techniques.
- Experience in leading conversations with clients, around scope, schedule, and budget as well as roadmaps, objectives, and strategies.
- Strong verbal and written communication skills
- Ability to apply product knowledge when recommending services
- High attention to detail with a focus on quality
- Proficient at problem solving and comfortable with resolving conflicts

- Capacity to multi-task
- High-level of confidence with computers
- Must be very comfortable with Microsoft Office products (Outlook, Word, Excel, PowerPoint)
- Well-developed relationship building and teamwork skills
- The successful applicant must have a reliable vehicle and a valid drivers' license
- Fluent in both written and spoken French is an asset

**NOTE:** This job description is not intended to be all-inclusive. Employee may perform other related duties as negotiated to meet the ongoing needs of the organization.

**Applying**

Please email a cover letter and resume to [careers@complyworks.com](mailto:careers@complyworks.com) no later than December 21, 2018 with "Client Relationship Manager" in the subject line. We will review applications and contact selected candidates in January 2019. The expected start is January 2019.